

Terms and conditions

1. Incomplete remittance applications may be rejected and the Bank shall not be responsible for any consequential loss.
2. Cancellation of or amendment to a remittance request will be treated as fresh request and remittance charges will be payable.
3. The exchange rate once booked for a transaction will not be changed for correction or resubmission the same entry.
4. Credit to State Bank of India branches in India normally takes one working day and for other banks two working days after we process the transaction.
5. While we make all our efforts to ensure that your remittance reaches the destination on time, we do not have access to accounts held with State Bank of India in India or with other banks to confirm the same. we would therefore request you to please confirm with the beneficiary within a reasonable time after sending remittance and bring to our notice any non-delivery as soon as possible.
6. Before making remittances to any charitable organisation please ensure that they have the permission to receive donations from abroad under Foreigners Contribution Regulation Act.
7. This Bank agrees to send the remittance at the expense and risk of the customer a message directing payment in foreign funds in the amount and manner indicated.
8. The Bank does not warrant that the transfer of funds will reach the payee. It may make use of any branch or correspondent, and shall not be under any liability for any errors, negligence, suspension or default of any of them or for any failure to identify the payee or any mis-payment by any of them nor shall the Bank be under any liability for any errors, mutilations, delays, mis-delivery or failure of delivery in the transmission of any message in connection with transaction whether or not in code or whether by mail, postal service, telegraph, cable, wireless radio or otherwise, or for any suspension of any such means of transmission or for any imposition of any censorship, exchange control or other restriction, all such risks being borne by the customer. Under no circumstances shall the Bank be liable for any consequential damages of any sort.
9. In case the funds are not paid to the payee, whatever be the reason, any liability of the Bank will be conditioned upon its receipt from the branch or correspondent of confirmation of effective cancellation of the remittance abroad (no refund shall be made until the relative funds have been returned or otherwise made freely available to the Bank) and shall be limited to refunding the amount to be remitted, less expenses. Refund, in such cases, shall be made by payment in GBP at the Bank's buying rate in UK, at the time of such refund.